



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. - Parts  
**Date:** January 24, 2017  
**Re:** ***Thule Products - Limited Lifetime Original Purchaser Warranty***

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Effective **February 1, 2017**, Subaru Retailers must contact Thule North America to obtain warranty coverage on Thule Products.

**Warranty of Thule Product:** Thule products sold through Authorized Subaru Retailers are warranted by Thule with a Limited Lifetime Original Purchaser Warranty. For detailed warranty information, visit [www.thule.com](http://www.thule.com). If a customer has an issue, they should contact Thule North American Consumer Service:

Toll Free: 800-238-2388

**Replacement Parts for Thule Product:** For lost or damaged hardware, keys, or any replacement parts, please contact Thule North American Consumer Service:

Toll Free: 800-238-2388

**NOTE:**

- Thule Customer Service personnel will have access to all spare parts.
- Subaru Retailers will be charged Thule's dealer cost (approximately 50% of MSRP) for all replacement Parts.
- Subaru Retailers will need to identify themselves with their retailer number, shipping address, and a contact email for shipment tracking.
- Replacement Parts will be shipped to the Subaru Retailer's address.

**Payment:**

Credit Card: Master Card/Visa/Discover Card

Shipping / Handling \$5.00 ground

2nd Day Shipping \$20.00

Overnight Shipping \$30.00

The Claims Policies and Procedures Manual has been updated with this important information. **Section: 8.4.1.2 ~ Thule Car Rack Systems.**

Questions about this can be directed to the Claims Helpline at 1-866-782-2782.